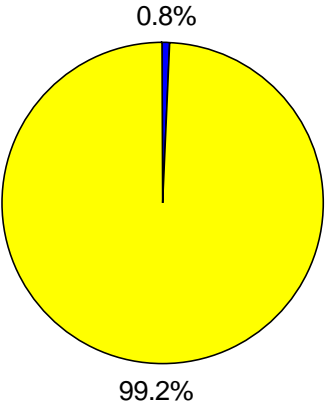


Police Department

90-06-Public Safety Communications Center

Fund/Agency: 001/90	Police Department	<p style="text-align: center;">CAPS Percentage of Agency Total</p>  <p style="text-align: center;">0.8%</p> <p style="text-align: center;">99.2%</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> ■ Public Safety Communications Center ■ All Other Agency CAPS </div>
Personnel Services	\$773,882	
Operating Expenses	\$116,952	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$890,834	
Federal Revenue	\$0	
State Revenue	\$90,971	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$90,971	
Net CAPS Cost:	\$799,863	
Positions/SYE involved in the delivery of this CAPS	143/143	

► CAPS Summary

The Fairfax County Public Safety Communications Center (PSCC) exists to serve as the telecommunications/9-1-1 answering point and dispatch operation for the delivery of all Police, Fire, and Rescue (Emergency Medical) services to the citizens of Fairfax County. The PSCC also provides required command, control, communications, and information support to over 2,500 County public safety field personnel to ensure safe and effective conduct of their activities 24 hours a day, 365 days a year.

Police Department

► Method of Service Provision

The PSCC is staffed by 143 personnel who are responsible for answering, collecting pertinent information, and processing all 9-1-1, emergency and non-emergency requests for Police and Fire and Rescue Departments in response to the processed requests for services, and for all communications and information support necessary for the safe and effective resolution of these requests by responding field personnel. This entire process is supported by the use of the Computer-Aided Dispatch system with mobile data terminals in responding vehicles, the Police and Fire and Rescue radio communication systems, and the E-911 telephone system.

► Performance/Workload Related Data

Title	CY 1998 Actual	CY 1999 Actual	CY 2000 Actual	CY 2001 Estimate*	CY 2002 Estimate*
Calls received on emergency lines	467,960	564,857	558,202	605,405	647,783
Calls received on non-emergency lines	818,442	903,325	945,194	976,694	1,045,063
Cost per call	NA	\$8.27	\$8.66	\$8.23	\$9.64
Average speed-to-answer (in seconds)	1.6	2.5	5.0	4.2	5.0
Average speed-to-answer non-emergency calls (in seconds)	17.3	33.0	50.0	42.7	37.0
Priority I Dispatch Time (in minutes): Emergency/Life Threat	1.5	1.6	1.8	4.2	5.0
Priority II Dispatch Time (in minutes): Emergency/Serious Threat to Property or Public Order	2.1	2.1	2.2	4.2	5.0

* The CY 2001 Estimate and the CY 2002 Estimate were updated as of June 30, 2001.

► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 76 - 100%. The specific Federal or State code and a brief description of the code follows:

- Code of Virginia 15.1: Establishes the need/requirement to provide public safety to the citizens of the Commonwealth of Virginia and its political subdivisions via police or sheriff departments. Fairfax County's status as a County and its decision to maintain a police and fire and rescue department as permitted by Code makes the PSCC activities a mandated service. While there is no mandated level of service dictated by federal or state law, there are widely accepted professional standards that guide the PSCC operation.